

MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION

EMPLOYMENT SERVICE INTERVIEWER

JOB DESCRIPTION

Employees in this job perform a variety of activities involving the development, evaluation, and maintenance of applicant eligibility information for finding work, developing job opportunities, and carrying out employment service program activities in order to facilitate the job training, job placement and job adjustment of unemployed workers.

There are three classifications in this job.

Position Code Title – Employment Service Interviewer-E

Employment Service Interviewer 9

This is the intermediate level. The employee, under close supervision, performs a range of assignments in a developing capacity. Established methods and procedures are available in the form of laws, regulations, rules and policies governing the work being performed.

Employment Service Interviewer E10

This is the experienced level. The employee performs a full range of assignments. Established methods and procedures are available in the form of laws, regulations, rules and policies governing the work performed. The employee must exercise considerable independent judgment in making decisions. The employee may assist in the training of new employment service interviewers.

Position Code Title – Employment Service Interviewer-A

Employment Service Interviewer 11

This is the advanced level. The employee functions as either a lead worker or an agency designated specialist. As a lead worker, the employee oversees, assigns, coordinates, reviews, and leads the work of other employment service interviewers. As an agency designated specialist, the employee is responsible for the implementation of specialized employment service and job training programs under the supervision of the Regional Manager, District Manager, Branch Manager, Assistant Branch Manager, or Employment Service Interviewer supervisor. The recognized specialist programs include, but are not limited to the Veteran's Employment, Indian Affairs, Employer Services, Joint Training Partnership Act (JTPA), and other government funded training and placement programs.

NOTE: Employees generally progress through this series to the experienced-level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Interviews applicants seeking work to clarify, evaluate and analyze experience, education, aptitudes, abilities, and interests to determine employment goals for each individual.

Explains available services and obtains information from applicant to determine appropriate job service programs.

Assesses applicant information and determine if services, other than job placement, are needed such as referral to counseling, testing, training, or other supportive services.

Registers and classifies applicants for employment according to experience, training, knowledge, skills, abilities, and interest in accordance with prescribed occupational coding system, as well as specialized office use codes in the computer system.

Processes file searches in computerized applicant data system, reviews registration cards selected through computerized file search, selects applicants for further screening and/or referral, and refers screened applicants to job openings.

Participates in a continuing program of monitoring and assessing the applicants' needs for additional job referrals, job seeking skills workshops; and testing, guidance, and supportive services through an on-going process of follow-up evaluation.

Meets with counselors to discuss and plan for pre-employment training of applicants.

Surveys the labor market in the assigned geographic work area or applicant's geographic work range to identify employment possibilities for applicants.

Receives job orders from employers and classifies job openings according to a prescribed occupational coding system.

Maintains employer contact on all open job orders to verify referrals, to determine suitability of referrals, to determine status of the job order, and/or the need for additional services.

Meets with industrial, retailing, and service industry representatives and employer committees, chambers of commerce, and organized labor to promote the employment service and job training programs.

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Speaks on behalf of the Department of Career Development to various organizations within the community to provide information regarding the employment service and job training programs.

Assists businesses in reviewing duties and responsibilities of positions for applicants.

Analyzes and evaluates the abilities of handicapped, hard-to-place, inexperienced, unskilled, or special needs applicants to provide assistance in preparing vocational plans, to refer to the appropriate service agency, or to refer for appropriate training or counseling.

Contacts employers in person and by telephone to develop job openings to promote the employment service and job training programs, to make applicant referrals, and to develop jobs for applicants with specific skills.

Contacts and coordinates employers and applicants making referrals and arranging appointments.

Reports incidents of failures to respond to call-ins, refusals of referrals, and unwillingness to accept suitable employment.

Determines appropriate aptitude tests and other measures of applicants' capabilities. Administers and scores these tests, such as the general aptitude test battery, interest inventory surveys, and proficiency tests such as typing and shorthand.

May evaluate, analyze, and use aptitude and/or proficiency test scores as factors in the selection and referral process.

Maintains records, prepares reports, drafts correspondence, and assists in the preparation and/or completion of various forms.

Determines applicant eligibility for participation in various federal and/or state funded programs.

Contacts employers in person or by telephone to develop and arrange programs to train unemployed individuals in skills needed by the employer.

Works with local committees, organizations, and employers regarding employment and training needs in the area.

Develops or assists in developing plans for servicing specific employers.

Assists employers with specific worker-work related problems.

Performs related work appropriate to the classification as assigned.

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Additional Job Duties

Employment Service Interviewer 11 (Lead Worker)

Schedules work assignments, determines work priorities, reviews the quality and the quantity of the workflow, and oversees the work of lower level employment service interviewers.

Explains work instructions and develops methods and procedures to meet required needs.

Trains lower level employees.

May oversee the day-to-day operations when assigned the responsibility of running a satellite, peripheral, or outstation office.

Employment Service Interviewer 11 (Specialist)

Coordinates and participates in the registration, interviewing, vocational guidance, referral, and placement of applicants serviced by a special program.

Assists in training related to special programs.

Works with public and private employers to develop job opportunities and special hiring programs.

Provides clients with information on special programs.

Contacts employers, organized labor organizations, special interest groups, and community agencies to provide information, program development assistance, and candidates for employment programs.

Plans and organizes programs with special interest groups to provide assistance in resolving employment-related problems.

Maintains a library of current information concerning laws, rules, regulations, policies, procedures, and benefits related to the special program.

Prepares reports, drafts correspondence, and attends meetings related to a special program.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Developing knowledge is necessary at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

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Knowledge of recruiting, interviewing, and placement techniques and procedures.

Knowledge of policies, laws, regulations, rules, procedures, and terminology of various federal and state employment and job training programs.

Knowledge of the resources available to help locate job opportunities.

Knowledge of a variety of skill levels and job requirements used by area employers.

Knowledge of the processes and concerns of business.

Knowledge of economic trends, which affect the labor market.

Knowledge of job seeking skills and techniques.

Knowledge of reference and resource materials which would aid applicants in job searches (such as the Thomas Register of American Manufacturers).

Knowledge of the computer system used in the employment service work.

Knowledge of the occupational coding system and specialized office use codes in the computer system used in the employment service work.

Knowledge of office work, business practices, and business office machines.

Knowledge of job service filing, registration, and processing requirements and procedures.

Knowledge of a variety of occupational areas and the qualifications needed to effectively perform in these areas.

Knowledge of employment service and job training methods to resolve employers' specific problems.

Knowledge of the Department of Career Development on-the-job training techniques.

Knowledge of on-the-job training programs, opportunities, and techniques available to applicants.

Ability to clarify and evaluate through interviewing, the capabilities and interests of the applicants.

Ability to deal effectively with employers from industrial, business, and services entities, social workers, counselors, program providers, and applicants.

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Ability to obtain the interest and cooperation of business in the employment service and job training programs.

Ability to assist applicants in planning structured job search activities.

Ability to interact effectively with applicants from varying backgrounds.

Ability to maintain courteous demeanor when interviewing hostile or frustrated applicants.

Ability to work with groups.

Ability to speak before community groups, employer committees, chambers of commerce, organized labor, and applicants.

Ability, as the computer resource person, to train employment service interviewers in an ongoing capacity regarding new computer techniques and procedures in the computer system used in the employment service work.

Ability to assist employers in resolving specific problems.

Ability to interview and select qualified applicants.

Ability to evaluate and classify job requirements and applicant occupational qualifications.

Ability to maintain records and prepare reports.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Ability to follow oral and written instructions.

Additional Knowledge, Skills, and Abilities

Employment Service Interviewer 11 (Lead Worker)

Ability to train, guide and evaluate the work of other employment service interviewers.

Ability to explain instructions and guidelines to others effectively.

Ability to organize and coordinate the work of the unit.

Ability to determine work priorities and assign work to employees.

Knowledge of labor management relations.

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Ability to train incumbent, new, or transferred Employment Service Interviewers on the policies governing the employment service and job training programs.

Employment Service Interviewer 11 (Specialist)

Knowledge of the specialized program's laws, rules, regulations, policies, and procedures.

Ability to train lower level branch office staff and Employment Service Interviewers in service to veterans and/or specialized program(s) and the policies governing the employment service programs.

Working Conditions

Some employees may have to travel to employers or service groups.

Physical Requirements

None.

Education

Completion of two years of college (60 semester or 90 term credit) hours.

Experience

Employment Service Interviewer 9

No specific type or amount of experience is required.

Employment Service Interviewer E10

One year of experience as an employment services interviewer.

Employment Service Interviewer 11

Two years of experience as an employment services interviewer, including one year of experience equivalent to the experienced level Employment Service Interviewer.

Alternate Education and Experience

Employment Service Interviewer 9

Four years of office support experience including two years of experience equivalent to the experienced level, with public contacts, in a business or industrial setting, may be substituted for the required education.

Special Requirements, Licenses, and Certifications

None.

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NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

<u>Job Code</u>	<u>Job Code Description</u>
EMPSEIRVR	Employment Service Interviewer

<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Employment Service Interviewer-E	EMPSIVRE	E42-010
Employment Service Interviewer-A	EMPSIVRA	E42-013

ECP Group 1
Revised 12/11/00
EAF/VLWT/HT/CP